



DEPARTMENT OF REAL ESTATE
Equal Opportunity Employer
Job Opportunity

Supervising Program Technician III
Sacramento – Permanent, Full-time

The Department of Real Estate has an opening for a Supervising Program Technician III in the NMLS Section. The position is located at 2201 Broadway in downtown Sacramento.

Duties of the position include:

- Set priorities; redirect staff as necessary to reduce the number of pending original and renewal MLO applications and real estate license change requests in areas with growing backlogs to maintain compliance with acceptable processing timeframes.
- Assist Licensing management to develop methods to relieve backlogs when necessary.
- Provide technical assistance regarding the more difficult areas of NMLS and DRE processing.
- Produce, track and assign weekly NMLS work-lists and DRE exception lists to staff for processing.
- Respond to more difficult and problem inquiries regarding current status of NMLS applications by telephone, correspondence, or in person at the front counter.
- Handle customer complaints, review employees work, provide cross-training to current employees, keep staff informed of new or updated policy and/or law changes.
- Make corrections to computer system, compile monthly statistics, and handle attendance and disciplinary issues.
- Clarify licensing procedures, laws, rules, regulations and policies and prepare correspondence.
- Research and respond to Employer Identification Number (EIN) change requests as requested by NMLS to determine if request can be approved or if further action is required by NMLS staff or DRE staff.
- Conduct reviews of the more difficult incoming criminal record history information and respond to disclosure questions off the NMLS system that have been forwarded from the NMLS Program Technician III, and compare this information with disclosure and/or RAP information previously submitted by the licensee to determine whether the violation disclosures can be cleared as they relate to Departmental regulations and policies or whether a referral must be made to MLA Section for further review.
- Provide training to new staff on NMLS policies and procedures, provide training on the use and access of the NMLS system, and the NMLS regulator work list, how to set and clear requirements and deficiencies on the system, the use of internal and external notes, how to mark items complete/incomplete/archived, and how to navigate through an NMLS filing.

Desirable qualifications:

- Ability to follow oral and written instructions and communicate effectively.
- Integrity, initiative, dependability, good judgment and ability to work cooperatively with others.
- Excellent attendance and interpersonal skills.
- Patience and tact in dealing with the public, staff members and others.
- Lead person experience.

Salary Range: \$3358 - \$4085

Who may apply:

Current State employees at the Supervising Program Technician III level, those individuals transferable to the class, T&D assignments may be considered and candidates who have current list eligibility. **Priority consideration will be given to SROA/Surplus employees. Please indicate SROA or Surplus status on your application. Please indicate RPA #11-191 on your application in order to be considered for this position.**

Note: DRE requires that new employees be fingerprinted.

Submit Applications to:

Department of Real Estate
Human Resources
P.O. Box 187000
Sacramento, CA 95818-7000
(916) 227-0802

California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

Final Filing Date: December 11, 2011

Applications may be obtained from the State Personnel Board website at <http://www.spb.ca.gov>

Applications, whether filed in person or by mail, must be received in the Personnel

Office no later than 5:00 p.m. on the above final file date.